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2.11 Qualifying the Caller

2.11.1 Overview

The Qualify the Caller work instructions describe how Coalition employees in the Service Center authenticate a Caller prior to handling the reason for the call. Authentication is the process to confirm whether or not the Caller is known to the system; authentication by the system or by an agent supports Coalition efforts to provide confidential Client information only to Callers who "are qualified" and not to unauthorized persons. Callers contacting the toll free number are presented with a main menu of options and, based on their selection, are routed to a Tier 1 Intake Consultant, Tier 2 Eligibility Specialist, or Problem Resolution Team (PRT) who are all referred to as "agents" in the IVR (Interactive Voice Response) system.

During Service Center business hours, the reason for the call is displayed to the agent unless the Caller presses "0" from the IVR before making any other selection. When that occurs, the reason displays as "Unknown." The agent's pre-recorded greeting, "Thank you for calling the Indiana Family and Social Services Administration. This is (insert name). How may I help you?" is played to the Caller while the screen with the Caller's information is displayed to, and reviewed by, the agent.

Self-service options are also available to Callers during and after Service Center business hours, but the options available depend on whether or not the Caller is authenticated.

2.11.2 Types of Calls Routed to a Tier 1 Intake Consultant

During business hours, the following types of calls are automatically routed from the IVR to a Tier 1 Intake Consultant:

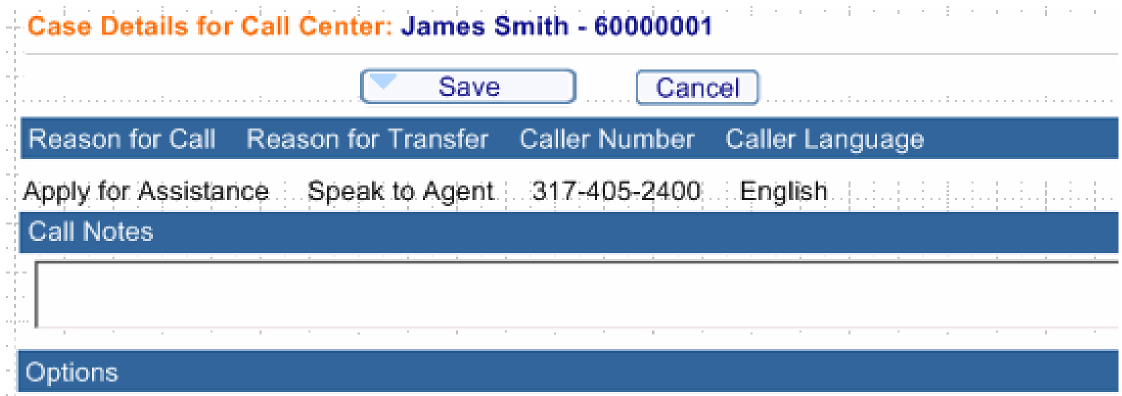
- Apply for Assistance (includes screening)
- Reschedule an Appointment
- EBT card questions-self-service option; during business hours, Caller may opt out to speak with an agent
- Reporting a change
- Case status
- Third party Callers with general questions
- Callers who select to speak with an agent after hearing commonly asked questions (except for questions on suspected fraud)
- Persons calling for a reason other than options stated in the Main Menu
- Callers who press zero from the Main Menu rather than making a selection
- Callers who press zero from the Help Center Locator

2.11.3 Types of Calls Routed to Problem Resolution Team or Tier 2 Eligibility Specialist

During business hours, the following types of calls are automatically routed from the IVR to the Problem Resolution Team or Tier 2 Eligibility Specialist:

- Trouble getting information that the worker requested (Tier 2)
- Reporting fraud (PRT)
- Questions about letters or notices received (Tier 2)
- Third party Caller with a case specific question (PRT)
- Callers for whom the authentication process results in multiple active cases (PRT)
- Callers who press zero from commonly asked questions on fraud (PRT)
- Calls escalated by Tier 1 and Tier 2 (PRT)

2.11.4 Call Purpose and Authentication

Step	Call Purpose and Authentication
1.	Review the Reason for Call, Phone Number, and Language of the Caller displayed on the screen.  Ask for the Caller's first and last name and date of birth. Confirm the reason for the call. Enter notes on the call in the Call Notes section of the screen or in Notepad (on your computer, click *Start*, click *Programs*, click *Accessories*, click *Notepad* to open). Notes entered into Notepad can be pasted into WFMS.

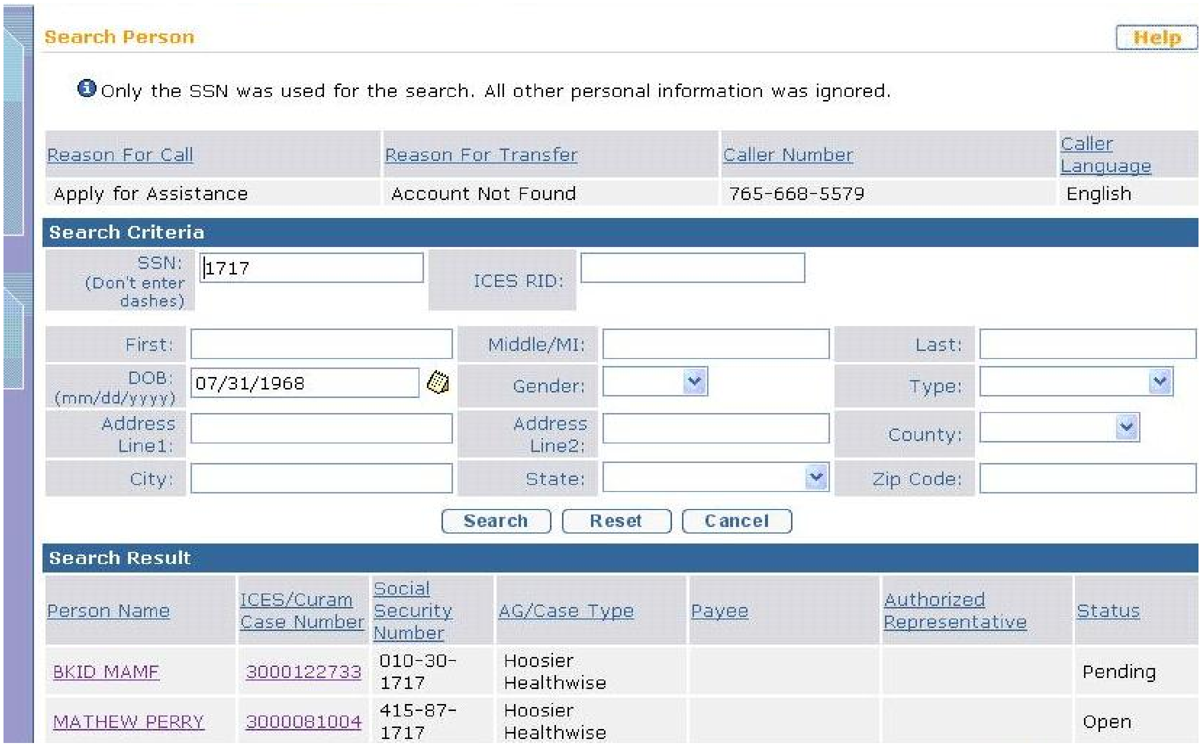
<table>
<tr><th>Step</th><th>Call Purpose and Authentication</th></tr>
<tr><td>2.</td><td>If the SSN and either the Case Number or DOB entered by the Caller using their telephone keypad matches information in the system, the following screen displays for the agent to reference and review.

Note: Do not provide address information to a Caller. If a review of the address is necessary, ask the Caller to provide the address.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Call Purpose and Authentication</th></tr>
<tr><td>3.</td><td>If the information (last 4 digits of SSN and either Case Number or DOB) entered by the Caller does not locate a matching record in the system, a Person Search screen is displayed.

Search by Caller’s first and last name and Date of Birth to determine if the Caller is known to the system.


</td></tr>
</table>

Step	Call Purpose and Authentication
4.	If the Caller is known to the system, then authenticate the Caller with the following information: • First and Last Name • Date of Birth • Case Number or Last 4 Digits of SSN • Current Address • Phone Number By asking the Client to provide their address and phone number, we can be sure we have the most current information in our system. You may provide information to: • a parent listed in the ICES case whose child is the case name and who provides the child's authenticating information (last 4 digits of SSN and Case Number or Date of Birth) and the parent's authenticating information. • any responsible person who is a member of the AG and provides her/her authenticating information (last 4 digits of SSN and Case Number or Date of Birth) which matches information in the case. You are not to provide information to a parent who is not on the ICES case and calls and asks for case status or information on the child.
5.	If the Caller states she is an Authorized Representative calling on behalf of a Client known to the system, ask for the Authorized Representative's first and last name and the following information about the Client: • First and Last Name • Date of Birth • Case Number or Last 4 Digits of SSN • Current Address • Phone Number **Note:** By asking the Authorized Representative to provide the Client's address and phone number, we can be sure we have the most current information in our system. Compare the Authorized Representative's name with the Authorized Representative name shown in WFMS. If the information does not match, no case specific information may be shared.
6.	If the call purpose is to: ✓ **Apply for Assistance:** Continue with the process to screen and handle the application request whether or not the Caller is known to system. Authenticating the Caller enables your notes on the call to be added to the correct case record, and supports generating a

Step	Call Purpose and Authentication

bar-coded cover sheet which includes the Caller's Case Number. This bar-coded cover sheet is then sent with the application. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink> and Section 3.5, Processing an Application Part I and II <insert hyperlink>.

✓ **Reschedule an Appointment:** If the Caller is authenticated as provided in Steps 4 and 5, follow the scheduling rules. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink> and Section 4.10, Scheduling Instructions and Rules Table <insert hyperlink>.

At the bottom of the Case Home page screen, the following field is displayed showing the Client's next appointment. Navigate to CSOAS in ICES to reschedule based on the scheduling rules provided. Remind the Caller of any outstanding pending verifications and the due date.

Next Appointment

Date	Subject	Location
12/18/2007 13:00	APPLICATION WITHOUT FS	Location for 27001

Details

Status Date:	11/30/2007	Redetermination Date:	
Status:	Pending		

✓ **Unknown:** Ask for and note the reason the person is calling; then ask for Caller's first and last name and last 4 digits of SSN, and Case Number or DOB. Perform case or person search. Handle the call based on the call reason and authentication status of Caller. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>.

✓ **Case Status Questions:** Before responding to any case status questions, confirm that the person calling is the Client, Client's authorized representative, or meets the other criteria in Step 4, and has provided the information in Step 4 or 5 by asking for the name of the Caller and last 4 digits of SSN, and Case Number or DOB. Check that these match information (including, if applicable, the name of authorized representative displayed) on the screen. Otherwise, explain that you are not authorized to provide any information. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>.

✓ **EBT Card Questions:** Only provide case specific information to a authenticated Caller authenticated per Steps 4 or 5 above; otherwise general information can be provided. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>.

✓ **Third Party Caller with General Questions:** Ask for and note Caller's first and last name; general information can be provided, but not case specific information. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>.

✓ **Report Fraud:** Ask for the Caller's first and last name; however, this is not required. If Caller prefers not to provide name, then document the fraud report. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>.

✓ **Calling about a reason other than those stated in the IVR:** Ask for and note the Caller's first and last name; however, do not provide any case specific information if the Caller is not authenticated. Refer to Section 2.13, Responding to Calls by Type <insert

Step	Call Purpose and Authentication
	hyperlink>. ✓ **Calling due to questions about a letter or notice the State has sent:** Per criteria in Steps 4 and 5, ask for and note the Caller's first and last name and last 4 digits of SSN and Case Number or DOB. Check that these match information on the screen. Otherwise, explain that you are not authorized to provide any information. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>. ✓ **Calling due to difficulty getting information the State asked for:** Per criteria in Steps 4 and 5, ask for and note the Caller's first and last name and last 4 digits of SSN and Case Number or DOB. Check the information provided to determine if it matches information on the screen or in the system. If it does not, explain that you are not authorized to provide any information. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>. ✓ **Report a Change:** Per criteria in Steps 4 and 5, ask for and note the Caller's first and last name and last 4 digits of SSN and Case Number or DOB. Check that these match information on the screen. If the Caller cannot be authenticated, take the change information without releasing any information to the Caller. Create a task for WG 3 to handle the change reported. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>. ✓ **Third Party Caller with a Case Specific Inquiry:** Ask for the Caller's first and last name, telephone number, and organization represented. Refer to Section 2.13, Responding to Calls by Type <insert hyperlink>. **Note:** Do not provide address information to a Caller. If a review of the address is necessary, ask the Caller to provide the address.

Note: *In some instances, calls may be transferred from 2-1-1 community resource lines or other third parties. Callers may need additional assistance because they are elderly or otherwise request help through 2-1-1 or another third party during a three-way call. The Coalition Call Center Agent is still required to authenticate the Caller and to ask the Caller if she approves the 2-1-1 or third party representative remaining on the line. If the Caller does not specifically agree to the 2-1-1 or third party representative remaining on the line, thank the 2-1-1/third party representative for assisting and inform the third party that you are handling the call from this point forward.*